



COMMUNICATIONS ADMINISTRATOR

Characteristics of Work

Incumbents in communications services are responsible for designing, implementing, and maintaining new voice communications systems and upgrading and/or maintaining existing systems. These positions typically specialize in telephone services providing consulting assistance in the analysis and design of communications systems for the Agencies. Communications Analysts have key responsibility for user contact and act as a liaison between the Agency end users and technical staff to ensure that user requirements are met in the most effective way.

Communications Administrator is the leadership level where incumbents take on a project leadership role and are more focused on the administrative aspects of the communications area. This includes coordinating communications personnel to ensure agency communication needs are fulfilled in a timely and effective manner, monitoring the amount and types of service requests received, and tracking operational costs and expenditures for voice and data services throughout the State which includes monitoring vendor costs. Incumbents in this role are also well versed on the technical aspects of communications systems.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Manages technical and administrative aspects of major communications projects.

Designs and oversees the implementation of major new communications systems initiatives.

Tracks operational costs and expenditures for voice and data services throughout the State including monitoring vendor costs.

Negotiates cost-effective service level agreements with major communications vendors.

Coordinates communications personnel to ensure timely and effective response to client needs.

Serves as a technical expert and stays abreast of new communications technologies which may better serve the State's needs.

Makes recommendations for most cost-effective and efficient use of communications technologies for large, complex client environments.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Consults with clients and vendors and recommend appropriate voice and data applications for complex communications environments.

2. Performs strategic technology assessment and evaluation and integrates this technology in the State's voice and data systems.
3. Serves as the technical expert in the communications technology field.
4. Provides technical and administrative leadership and guidance to less experienced communications technicians and analysts.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in communications or a related field;

AND

Experience:

Four (4) years of directly related experience.

OR

Education:

An Associate's Degree from an accredited two-year college in communications or a related field;

AND

Experience:

Six (6) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Eight (8) years of directly related experience.

Substitution Statement

Related education and directly related experience may be substituted on an equal basis.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.